Welcome to

State of Wisconsin
E-mail Encryption

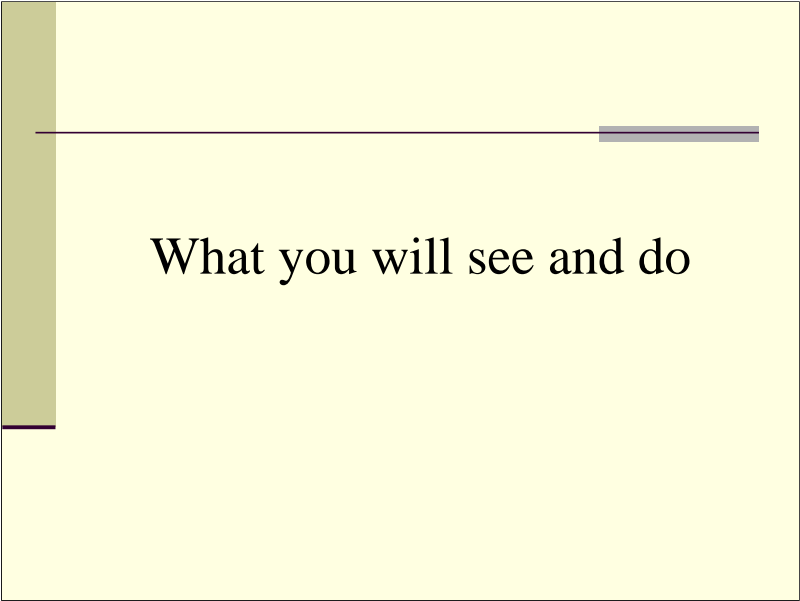Hello and welcome to the State of Wisconsin's e-mail encryption training

What this training will cover…

- Encryption envelopes.
- Registration.
- Replying or initiating encrypted e-mail.
- Help.

In this presentation we will cover the following topics:

What you will see and what you do to receive and send encrypted e-mail to the State of Wisconsin, and where you can go for help
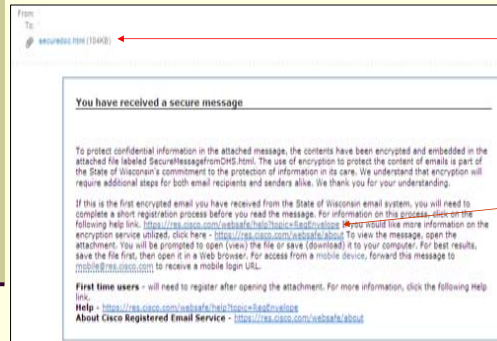
And at the end of the presentation, there will be links to additional resources.

What you will see and do

Let's get started. I would like to emphasize that many of the steps that will be described in the following slides are done only when you receive the first encrypted e-mail from the State of Wisconsin. Once these set-up steps are complete, it will be much easier and quicker for you to open and read encrypted e-mails.

What you will receive first

The first thing you will see is a message similar to this. Each e-mail vendor is slightly different, so the e-mail you receive may look slightly different depending on your e-mail provider. No matter who your provider is the message will have the same information in it.

With that said, the first message will offer a link for you to learn more, and included is a link for additional help.

Using this sample message, you, as a first time recipient, must click on securedoc.html to begin the registration process. If you use another e-mail provider, you may have to click on View or the attachment to begin the registration process.

Now let's follow the registration process and learn what you will see and do.

What will you do?

Click on the "Register" button

Once you click on the View button or securedoc.html or the attachment, you will see an envelope like this.

Depending on which state agency sent the encrypted e-mail, the logo may be different. If the encrypted e-mail came from the Department of Health Services (DHS), that logo will appear on this page. If the encrypted e-mail is from a different state agency, that agency's logo or the logo of the State of Wisconsin will appear.

You should click on the Register button.

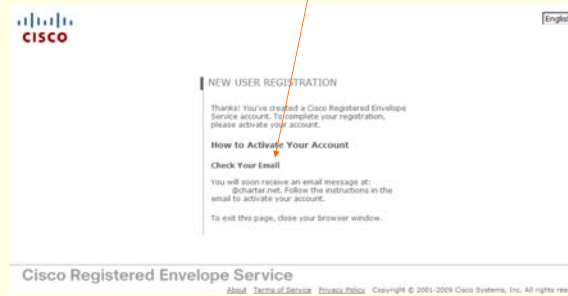The next step is to register your e-mail address and create a password. This step includes creating a password, a security phrase, and choosing and answering 3 security questions. This is much the same process as setting up a password with a bank or online shopping or any other secure site on the internet. It is very important you remember the answers to your questions, because you will use them to help you in case you forget your password.
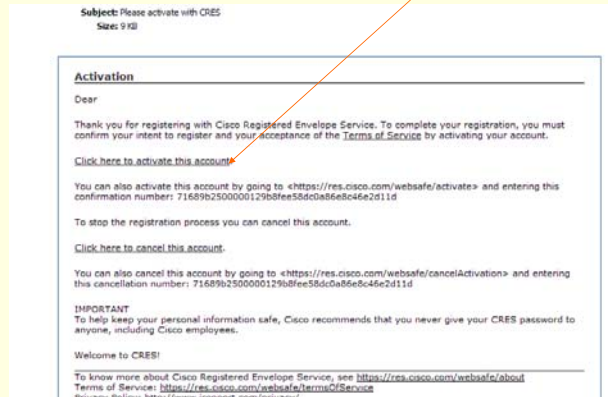
This screen will appear next instructing you to check your e-mail in box in order to activate your account.

What will you do?

Receive an e-mail telling you how to activate your account.

Subject: Please activate with CRES
Size: 9 KB

Activation

Dear

Thank you for registering with Cisco Registered Envelope Service. To complete your registration, you must confirm your intent to register and your acceptance of the Terms of Service by activating your account.

Click here to activate this account.

You can also activate this account by going to <https://res.cisco.com/websafe/activate> and entering this confirmation number: 71689b2500000129b8fee58dc0a86e8c46e2d11d

To stop the registration process you can cancel this account.

Click here to cancel this account.

You can also cancel this account by going to <https://res.cisco.com/websafe/cancelActivation> and entering this cancellation number: 71689b2500000129b8fee58dc0a86e8c46e2d11d

IMPORTANT
To help keep your personal information safe, Cisco recommends that you never give your CRES password to anyone, including Cisco employees.

Welcome to CRES!

To know more about Cisco Registered Envelope Service, see https://res.cisco.com/websafe/about
Terms of Service: https://res.cisco.com/websafe/termsOfService
Privacy Policy: http://www.ironport.com/privacy/

Instructions on how to activate your account are included in the e-mail waiting in your in box. You should click on the link labeled "Click here to activate this account." You also have the option of clicking on "Click here to cancel this account." If you cancel the account, you will not have the opportunity to read the encrypted e-mail you received from the State.

You are almost there. Activating your account is the last step to take the first time you receive an encrypted e-mail from the State. Future slides will talk about the steps you take when you receive subsequent encrypted e-mails from the State.

What will you do?

Receive this e-mail and click the open button

If you forgot your password, click on the link

Open

Personal Security Phrase
Your personal phrase is not enabled on this computer.
More info

Once your account is activated, you will be instructed to open the e-mail by clicking on the button marked "open."

If you forget your password, you can click on the link on this screen. You will be prompted to answer your security questions. Once you have successfully answered your security questions, your password will be sent to your in box.

What will you do?

Once you enter your password, you can open the e-mail message.

Secured Message

From: @dhs.wisconsin.gov>
To:
Date: July 8, 2010 9:58:54 AM CDT
Subject: [SEND SECURE]Hello

Any subsequent e-mails received from the State of Wisconsin will simply require you to click on View or securedoc.html or the attachment and enter your password.

You can now view the encrypted e-mail. It will contain the DHS logo, if the e-mail came from DHS. If the e-mail is sent from another state agency, it will have the logo of that agency or the State's logo.

Any subsequent e-mails you receive will simply require you to click on View or the attachment and enter your e-mail address and password to read the encrypted e-mail.

# Can I encrypt my response?
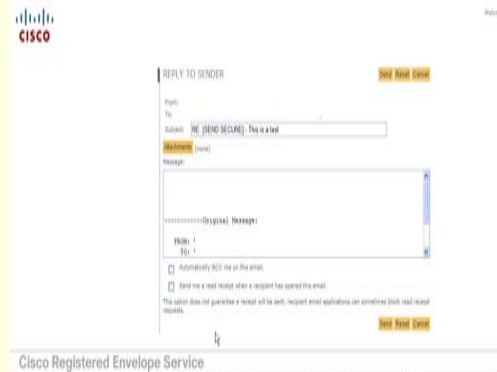
You will be able to respond with an encrypted e-mail

Can you respond to your e-mail and have it be encrypted? Yes. You click on reply to sender, type your message, attach any necessary document or documents, hit send and the response is sent to the State encrypted.

Also, if you are using a shared computer at some place (like a library, or any other public location), it is recommended that you click on the 'forget me on this computer' link (to clean out any passwords which may have been saved on the computer).

I should note here that if you include an attachment to the e-mail you wish to send, the maximum size that attachment can be is 10 Megabytes. Anything larger than that will be rejected. You should be notified if your e-mail and its attachments are rejected.

Can you initiate an encrypted e-mail?
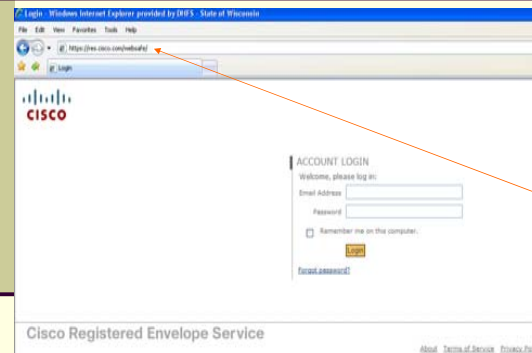
Yes.

You return to the Cisco account login screen (https://res.cisco.com/websafe/), log into the site and…

You also have the option to initiate an encrypted e-mail. You returns to the Cisco account login site. The site web address link or URL will be on the resource page at the end of this training. You may want to bookmark the link for future use.

Since you have already registered on the Cisco site, you enter your e-mail address and password and hit login.

Sending an encrypted e-mail to the State

…compose an e-mail to a state e-mail address.

Cisco Registered Envelope Service

You compose a message, attach any needed documents and hit send. An encrypted e-mail has been sent.

What if you…

- Forget your password?
  - Answer your secret questions and it will be sent to you.
- Need additional help
  - Go to the Cisco help web site. (a link to the web site is available at the end of this training)

What if you forget your password? At the Cisco login page, you will be prompted to answer the secret questions set up at the time of registration. Once you successfully answer the questions, your password will be sent to your e-mail in box.

What if you needs additional help? The Cisco help web site is a very good and easy tool to use. A link to the Cisco help web site is provided at the end of this training.

Thank you for your time!

Thank you for your time and attention today!

Resources

- Cisco Help
  https://res.cisco.com/websafe/help?topic=RegEnvelope

- Cisco Log-in Page
  https://res.cisco.com/websafe/

As promised, here is a link to Cisco online help. This is a very easy to use site that has useful information. Click on the link and learn more about how to use the Cisco tool.

Also, included is a link to the Cisco log-in page. You may want to book mark this link for future use.